DRAFT

SERVICE LEVEL STANDARS FRAMEWORK

SCHEDULE OF SERVICE DELIVERY STANDARDS		
Description		
Standard	**Service level**	**Responsible**
Solid Waste Removal		
Premise based removal (Residential Frequency)	Once a week.	**Ramond Sauls**
Premise based removal (Business Frequency)	Once a week and per request.	
Bulk Removal (Frequency)	N/A	
Removal Bags provide (Yes/No)	Yes, but only to Informal areas.	
Garden Refuse removal Included (Yes/No)	No. Per request.	
Street Cleaning Frequency in CBD	Daily.	
How soon are public areas cleaned after events (24hours, 48 hours, longer)	Within 24 hours.	
Cleaning of illegal dumping (24hours, 48 hours, longer)	Within 48 hours.	
Recycling or environmentally friendly practices (Yes/ No)	Yes.	
Licensed landfill site (Yes/ No)	Yes.	
Electricity Service		**Jac van Zyl**
What is our electricity availability percentage on average per month?	97.3%	
Does your municipality have a ripple control in place that is operational? (Yes/No)	No.	
How much do you estimate is the cost saving in utilise the ripple control system?	N/A	
What is the frequency of meters being read? (per month, per year)	Per month.	
Are estimated consumption calculated at consumption over (two month's/ three month's/ longer period)	N/A	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	N/A	
Duration before availability of electricity is restored in cases of breakages (immediately/ one day/ two days/ longer)	Immediately.	
Are accounts normally calculated on actual readings? (Yes/ No)	Yes.	
Do you practice any environmental or scare resource protection activities as part of your operations? (Yes/ No)	No.	

How long does it take to replace faulty meters? (days)	1 day.	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/ No)	Yes.	
How effective is the action plan in curbing line losses? (Good/ Bad)	Good.	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	5 days.	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	10 working days.	**Jac van Zyl**
How long does the municipality take to provide electricity service for low voltage users where network extension is not required? (working days)	30 working days.	
How long does the municipality take to provide electricity service for high voltage users where network extension is not required? (working days)	60 working days.	
Road Infrastructure Service		**Ramond Sauls**
Time taken to repair a single pothole on a major road? (Hours)	**3 hours.**	
Time taken to repair a single pothole on a minor road? (Hours)	**2 hours.**	
Time taken to repair a road following an open trench service crossing? (Hours)	**Within 8 hours.**	
Time taken to repair walkways? (Hours)	**Within 8 hours.**	
Property Valuations		**Nico Smit**
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	**Three (3) months.**	
Do you have any special rating properties? (Yes/No)	**No**	
Financial Management		**CFO (Elrico Alfred)**
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	**Increase.**	

Are the financial statement outsources? (Yes/No)	**Partially.** **Outsourced:** **Rehabilitation of landfill sites.** **Unbundling of assets.** **Post-retirement medical benefits.**	
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	**Yes.** **Standard operating procedures.** **Available in POE file.**	
How long does it take for a Tax/Invoice to be paid from the date it has been received?	**30 days.**	
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	**No.** **But planning to do so from the 1st July 2017 with the help of mSCOA.**	

Administration		**Herny Slimmert**
Reaction time on enquiries and requests?	**24 hours**	
Time to respond to a verbal customer enquiry or request? (working days)	**1 working day**	
Time to respond to a written customer enquiry or request? (working days)	**5 working days**	
Time to resolve a customer enquiry or request? (working days)	**7 working days**	
What percentages of calls are not answered? (5%,10% or more)	**5 %**	
How long does it take to respond to voice mails? (hours)	**24 hours**	
Does the municipality have control over locked enquiries? (Yes/No)	**Yes**	
Is there a reduction in the number of complaints or not? (Yes/No)	**Yes**	
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	**1 day**	
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	**Once a month.**	

Community safety and licensing services		**Jevon / Shantelle Kotze**
How long does it take to register a vehicle? (minutes)	**10 min**	**Shantelle Kotze**
How long does it take to renew a vehicle license? (minutes)	**5 min**	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	**5 min**	
How long does it take to de-register a vehicle? (minutes)	**5 min**	**Shantelle Kotze**
How long does it take to renew a driver's license? (minutes)	**20 min**	
What is the average reaction time of the fire service to an incident? (minutes)	**7 min – Clanwilliam. 1-1.5 hours – rest of the Cederberg area.**	**Jevon Kotze**
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	**10 -30mins (depending on availability of ambulances)**	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	**30min -1hour (depending on availability of ambulances)**	
ECONOMIC DEVELOPMENT		**Nigel Mercuur**
How many economic development projects does the municipality drive?	**10 projects.**	
How many economic development programmes are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	**All projects.**	
What percentages of the projects have created sustainable job security?	**20%**	
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	**No.**	
Other Service delivery and communication		**Petronella Horn**
Is an information package handed to the new customer? (Yes/No)	**Yes. And available on the Municipality's website.**	
Does the municipality have training or information sessions to inform the community? (Yes/No)	**Yes.**	
Are customers treated in a professional and humanly manner? (Yes/No)	**Yes.**	

CONSUMER SERVICE CHARTER

FOR

CEDERBERG
Cederberg Municipality

WATER AND SANITATION SERVICES

Facilitated by:

SOUTH AFRICAN LOCAL GOVERNMENT ASSOCIATION
SALGA
Inspiring service delivery

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1. PURPOSE

The purpose of this document is to set out the Consumer Services Charter and standards of Cederberg Municipality. The plan is to firstly improve municipal efficiency and performance by providing reliable, responsive, competent, accessible, courteous, confidential and secure services to the ratepayers of Cederberg Municipality.

This document provides:

- an explanation of the services offered for drinking water as well as wastewater collection and treatment;
- information on a range of consumer service processes including connections, metering, billing managing maintenance work, complaints and dispute resolution;
- a list of indicators and targets to express the level of service the municipality aims to deliver to its consumers. This includes water supply interruptions, wastewater overflows and odours, response times and repair completion times;

This document further sets out the shared rights and responsibilities and informs the consumers of the service that they can expect to receive from Cederberg Municipality, as well as their obligations in relation to the use of the services. The document is available to all consumers and it applies to all who do not have a specific or individual contract with the municipality for provision of services.

The document was compiled in accordance with the *Water Service Act (Act no. 108 of 1997), the National Water Act (Act no. 36 of 1998)* that recognises that the ultimate aim of water resource management is the sustainable use of water to the benefit of all users as well as *world class standards and SANS 241*.

2. THE CONSUMER'S OBLIGATIONS

What's the definition of a 'consumer'?

Any end-user who receives services from an institution, including a person living in an informal settlement, industrial users etc.

Consumers are expected to:

a) Pay for the services rendered by the municipality;
b) Use water sparingly and report water leakages, illegal connections and damage to infrastructure to the municipality;

c) Inform the municipality of any defects, pipe breakages, blockages, bad taste and colour in water, missing and broken manhole and meter covers;

d) Repair all internal leaks on their private properties;

e) Adhere to municipal bylaws that has been set to improve service delivery;

f) Make use of qualified artisans to do repairs and installations on private property;

g) The owner of properties is ultimately responsible for ensuring compliance with by-laws in respect of all or any matters relating to any installation, and if he or she is not the consumer who actually uses the services, the owner is jointly and liable with such consumer in respect of all matters relating to the use of any services on his or her property, including any financial obligation.

h) Do not dispose of unwanted materials into water courses and sewer networks this will contaminate water and may lead to deceases;

i) Do not connect storm water to the sewer networks of the municipality;

j) The municipality may from time to time need access to your property, and your cooperation is requested in this regard;

k) Do not tamper or make illegal connections from meters – this is an offense and you can be criminal charged.

3. THE MUNICIPALITY'S OBLIGATIONS

Cederberg Municipality shall:

a) Supply water that meet National Water Quality Standards (SANS 241) and any other contractual agreement with our consumers.

b) Supply water 24 hours daily.

c) At all times maintain pressure between the minimum and maximum supply pressure per consumer connection under normal operating conditions based on existing and projected annual average daily demand.

d) Bill consumers on a monthly basis for services.

e) Communicate water quality and service interruption challenges to the consumers through various media channels (radio, newspapers and notice boards etc.)

f) Minimise the impact on the environment by ensuring the wastewater system is efficiently operated;

g) To deal with any sewerage spills in accordance with our hazardous standard operating procedure.

h) Establish a fair and cost effective tariff so that all consumers have minimum service to water and sanitation.

i) At all times be accessible to members of the public;

j) Strive to be professional in approach when dealing with members of the public;

k) Serve and execute their duties with due diligence and honesty;

l) At all times be friendly, polite and professional when answering telephone calls.

m) Treat all members of the public equally, without distinction of race, religion, gender or social orientation.

n) Observe official working hours in order not to prejudice or inconvenience members of the public.

o) Upon enquiry by a member of public, furnish information regarding the status of projects executed by the Municipality.

4. MUNICIPAL CONTACT DETAILS

General enquiries can be made by contacting Cederberg Municipality on the details below.

Accounts Queries
Mr Nico Smit
Email: nicos@cederbergraad.co.za
Telephone Enquiries: 027 482 8000
Fax Number: 027 482 1933

Technical Infrastructure Queries
Mr Ben Schippers
Email: bens@cederbergraad.co.za
Telephone Enquiries: 027 482 8000

After hours: Complaint Centre
Telephone Enquiries: 027 482 8000

5. CONSUMER SERVICE CHARTER: COMMUNICATION

SERVICE	RESPONSE STANDARD Residential / Commercial
Answer your telephone call	90% within 4 rings
Return your call	1 day
Acknowledge all correspondence telephone calls/faxes/emails and other communication.	Within 7 days
Reply to all correspondence received in writing	14 days
Reply to all correspondence in writing if a detailed reply is required that may take additional time to research	20 - 30 days
Notify you as soon as practical if there is a delay in our service commitment	Within 15 days after commitment date
Provide afterhours service for Emergency	100%
Leave a NOTICE with contact details if the municipality calls at the residence and a resident is not home	100%
Endeavour to refer you to an appropriate service provider if Council cannot provide the service you require	1 day

6. REVENUE ADMINISTRATION

SERVICE	RESPONSE STANDARD Residential / Commercial
Adjustment of misallocated Receipt	30 min
Adjustment of duplicated payment	1 hour
Capturing of manual receipt	1 hour
Queuing time at pay points	10 minutes
Receipt of cheques received through the Post Office	2 days
Corporate cheques	1 day

7. CONSUMER SERVICE: WATER SERVICES

SERVICE	RESPONSE STANDARD
	Residential / Commercial
Capture of new application forms into system	10 minutes
Capture of allocation of service into system	10 minutes
Capture of terminated accounts into system	10 minutes
Consumer details amendment	5 minutes
Revenue refunds	30 days
Debit / Credit adjustments	30 days
Sewer connection investigation	48 hrs.
Request for final bill estimate	2 days
Communication of unplanned service interruptions	Not possible as burst pipes are unplanned - no notice. Communication through Radio and Facebook
Communication of planned service interruptions	At least 72 hrs.
Water connection after payment	Within 7 days
Water connection after payment but client is not ready for connection	Within 14 days upon request to proceed

8. WATER METER ADMINISTRATION

SERVICE	RESPONSE STANDARD Residential / Commercial
Voluntary Disconnection	Min 24 hour notice
Reconnection	Min 24 hour notice
Consumer queries on meter reading	7 days
Application forms process time	2 days
Meter reading cycle	30 days
Bulk meter processing	30 days
Damaged meter processing	30 days
No meter processing	14 day
Buried meter processing	48 hours
One service connection affected (number of hours)	2 - 4 hours
Up to 5 service connection affected (number of hours)	2 - 4 hours
Up to 20 service connection affected (number of hours)	5 - 7 hours

9. WATER SERVICES – OPERATIONS

SERVICE	RESPONSE STANDARD			
	Residential		Commercial/industrial	
	Working Hrs.	After hours	Working Hrs.	After hours
Respond to leaks, overflows on pipes	First level response in 2 hr.	2hrs	First level response in 2hr	2hrs
Respond to leak repair fittings (water meter, valves ...)	Within 24 hrs.	24 hrs.	Within 24 hrs.	24 hrs.
Respond to Burst causing extensive flooding	1 hour	1 hr.	1 hr.	1 hr.
Respond to Burst causing seepage into road or verge	1 hour	1 hr.	1 hr.	2 hrs.
Respond to Water meter device repair	Within 24 hrs.	24 hrs.	Within 12 hrs.	24 hrs.
Low pressure complaint	2 days	2 days	2 days	2 days
Respond to No water complaint	1 hr.	1 hr.	2 hrs.	2 hrs.
Respond to Dirty water complaint	1 hr.	1 hr.	1 hr.	1 hr.
Respond to Quality of water complaint	As per the Incident Management Protocol of the Cederberg Municipality			
Respond to sewage overflows	1 hr.	1 hr.	1 hr.	1 hr.
Missing manhole covers	48 hrs.			

Plumbing Inspections	Within 48 hrs.	48 hrs.	Within 48 hrs.	48 hrs.
Drainage / Storm water inspection	2 days	2 days	2 days	2 days
Respond to drainage Emergencies	4 hrs.	4 hrs.	4 hrs.	4 hrs.
Missing meter covers	48 hrs.	48 hrs.	48 hrs.	48 hrs.
Respond to seepage/drainage problems	48 hrs.	48 hrs.	48 hrs.	48 hrs.
Respond to Reports on odors from wastewater treatment plants	To be dealt with in terms of the Incident Management Protocol of the Cederberg Municipality			
Vandalized standpipes	4 hrs.	1 hr.	4 hrs.	1 hr.
Treatment of odors from our wastewater treatment plant	1 day	1 day	1 day	1 day
Cleaning of conservancy tanks	72 hrs	72 hrs	72 hrs	72 hrs
Severe overflow? (hours)	1 hr.	1 hrs.	1 hr.	1 hrs.
Sewer blocked pipes: Large pipes? (Hours)	48 hrs.	48 hrs.	1 hr.	1 hr.
Sewer blocked pipes: Small pipes? (Hours)	1 hr.	1 hr.	1 hr.	1 hr.